DRAFT July 18, 2006

## Metropolitan Nashville District Energy System Administrative Manual

## **Table of Contents**

- 1. General Administration and Management
  - 1.1. Organizational Structure and General Oversight
    - 1.1.1. Metro Management
      - 1.1.1.1. Executive Management
      - 1.1.1.2. Metro Liaison
      - 1.1.1.3. Project Administration
      - 1.1.1.4. DES Advisory Board
    - 1.1.2. Supervision of System Operator
    - 1.1.3. Relationship with Bond Trustee
  - 1.2. Operations Cost Accounting and Approvals
    - 1.2.1. Monthly Flow of Payments
    - 1.2.2. Review and Approval of Invoices
    - 1.2.3. Flow of Funds in Trust Accounts
  - 1.3. Managing EDS Repair, Replacement and Improvement Projects
    - 1.3.1. Identifying Projects
      - 1.3.1.1. Approval for Work
      - 1.3.1.2. Budgeting
      - 1.3.1.3. Assigning Project Numbers
    - 1.3.2. Selection of Contractors
    - 1.3.3. Management of Work
      - 1.3.3.1. Project Management
        - 1.3.3.1.1. Project Administration
        - 1.3.3.1.2. Project Engineer
        - 1.3.3.1.3. Metro Management
      - 1.3.3.2. Invoice Processing and Cost Accounting
      - 1.3.3.3. Project Acceptance and Close-out
  - 1.4. Managing Capital Projects
    - 1.4.1. Identifying Projects
      - 1.4.1.1. Approval for Work
      - 1.4.1.2. Budgeting
      - 1.4.1.3. Assigning Project Numbers
    - 1.4.2. Selection of Contractors
    - 1.4.3. Management of Work
      - 1.4.3.1. Project Management
        - 1.4.3.1.1. Project Administration
        - 1.4.3.1.2. Project Engineer
        - 1.4.3.1.3. Metro Management
      - 1.4.3.2. Invoice Processing and Cost Accounting
      - 1.4.3.3. Project Acceptance and Close-out
  - 1.5. ARFA: Natural Gas Purchasing
  - 1.6. ARMA Change Orders and Amandements

DRAFT July 18, 2006

- 1.7. Records Management
  - 1.7.1. Document Distribution General
  - 1.7.2. Document Retention General
  - 1.7.3. Project Information Notebooks
    - 1.7.3.1. Contents
    - 1.7.3.2. Revisions
    - 1.7.3.3. Distribution
  - 1.7.4. Annual Operations Notebook
    - 1.7.4.1. Contents
    - 1.7.4.2. Revisions
    - 1.7.4.3. Distribution
- 1.8. Master Schedule
- 2. Planning and Budgeting
  - 2.1. Annual Budgeting
    - 2.1.1. Operations
    - 2.1.2. Capital Projects
  - 2.2. Sales and Marketing Plan
  - 2.3. Annual True-up
    - 2.3.1. Customer Charges
    - 2.3.2. Rev. Proc. 97-13 Compliance
  - 2.4. Long-Range Plan
- 3. Customer Matters
  - 3.1. Customer Billing
    - 3.1.1. Billing System
    - 3.1.2. Initial System Contracts
      - 3.1.2.1. Allocation of Costs
      - 3.1.2.2. Adjusting Rates and Charges
      - 3.1.2.3. Special Charges
    - 3.1.3. Additional System Customer Contracts
      - 3.1.3.1. Model Contract
      - 3.1.3.2. Adjusting Rates and Charges
    - 3.1.4. Monthly Billing Process
      - 3.1.4.1. Preparation of Invoices
      - 3.1.4.2. Review and Approval of Invoices
      - 3.1.4.3. Managing Accounts Receivable
    - 3.1.5. Annual Contract Adjustments
      - 3.1.5.1. Determining Escalation Factors
      - 3.1.5.2. Customer Billing Handbook
    - 3.1.6. Amending Customer Contracts
      - 3.1.6.1. Changes in Capacity
      - 3.1.6.2. Changes in Ownership
  - 3.2. Master Customer List

DRAFT July 18, 2006

- 3.3. Customer Meetings
- 3.4. Customer Relations and Complaints
- 3.5. New Customer Sales Process
- 4. Reporting and Communications
  - 4.1. Monthly Reports
    - 4.1.1. Operations Report
      - 4.1.1.1. Production
      - 4.1.1.2. Review and Approval
      - 4.1.1.3. Distribution
    - 4.1.2. Financial Analyses
      - 4.1.2.1. Rate history Report
      - 4.1.2.2. Natural Gas Usage and Cost
  - 4.2. Quarterly Reports
    - 4.2.1. Monitoring Walk-through and Report
    - 4.2.2. Budget v. Spending Analysis
    - 4.2.3. Capital Project Status Analysis
  - 4.3. Annual Reports
    - 4.3.1. Annual Operations Report
    - 4.3.2. Bond Related Reporting
      - 4.3.2.1. Continuing Disclosure Report
      - 4.3.2.2. Trustee Reporting
    - 4.3.3. Council Reporting
  - 4.4. Monthly Meetings
    - 4.4.1. Operations Meeting
    - 4.4.2. Coordination Conference Call
  - 4.5. Annual Meeting
  - 4.6. Public Information
    - 4.6.1. Logo and Letterhead
    - 4.6.2. Signage
    - 4.6.3. Newsletters
    - 4.6.4. Web Site